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Ser 08/2870
3 JUN 04

From: Commanding Officer, Naval Hospital, Bremerton
To: All Ships and Stations, Puget Sound

Subj: HEALTH CARE CONSUMER COUNCIL MEETING MUNUTES OF 4 MARCH
2004

Encl: (1) Attendance roster
(2) Family Centered Maternity Care power point
presentation
(3) Family Centered Maternity Care narrative

The Health Care Consumer Council (HCCC), chaired by Mr. Terry Roberts, Director for Healthcare Support, met at 1000, 4 March 2004, at Naval Hospital Bremerton (NHB) in Ross Auditorium with CAPT W. M. Roberts, Commanding Officer, Naval Hospital Bremerton, presiding. Enclosure (1) lists attendees.

Mr. Roberts welcomed everyone to the meeting and informed the council that the next HCCC meeting will be on Thursday, 3 June 2004, at 1000 in Ross Auditorium and asked attendees to mark their calendars now and to please let others know. Minutes of the last meeting were made available to attendees. In the near future the agenda, attendance roster and minutes will be able to be viewed on the Naval Hospital Internet web site located at http://nh_bremerton.med.navy.mil/

Mr. Roberts introduced LCDR Maria Perry, NC, USN, from the hospital's OB/GYN Department.

LCDR Perry presented an excellent brief on Maternity Care at Naval Hospital Bremerton (See enclosure (1), presentation, and enclosure (2) narrative).

Mr. Roberts then introduced Ms. Jennifer Osborne, of the hospital's Health Promotions Department.

Ms. Osborne provided a quarterly update of upcoming Health Promotions activities and provided handouts on activities to the attendees.

Mr. Roberts introduced Ms. Alice Acker, Field Coordination Manager, Health Net Federal Services, who would speak about the transition to the new Tricare contractor, TriWest, taking place on 1 June 2004.

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Ms. Acker stated she would be the Field Coordination Manager, Health Net Federal Services for one more week and then her title would change to Service Area Director for TriWest Health Care Alliance. She stated she will be overseeing Madigan Army Medical Center (MAMC), McChord USAF Clinic and all the Navy facilities in the area. She introduced Mrs. Ellen Williams, who will be the liaison nurse at the Tricare Service Center (TSC) at NHB, Mrs. Janet Hinds, Field Clinical Manager and Mrs. Kristie Reeve who will be the Field Clinical Director. Janet and Kristie will be located in the TriWest Tacoma Hub for TirWest's Northwest Market.

Ms. Acker stated most of what people see in Tricare is not going to change and that for our beneficiaries, in particular, the transition should be seamless. She stated, however, that change is inevitable and that one change will be a new phone number: 1-888-TRIWEST(1-888-874-9378). She stated there used to be 12 or 13 different regions and now there are three: The North Region, the South and the West. She stated we're in the West Region and there are 21 different states in the region that TriWest has responsibility for. TriWest has setup six different Hubs in the region to take care of regional business, and they are located in: Tacoma, San Diego, Colorado Springs, Phoenix, San Antonio and Anchorage. She stated in those areas there will be clinical staff that handles referrals and authorizations, customer service staff to handle phone calls, claims specialists, and other specialist personnel to cover all aspects of service. TriWest has a web site, www.Triwest.com, and encourages everyone to take a look at it and all that is offered. TriWest will take over TSC operations on 26 April 2004. She reiterated that some of the faces will remain the same; the equipment will change a little bit, but that the answers should remain the same. TriWest begins health care delivery under the new contract on 1 June 2004. She stated the good news for the TSC operations is that there will be one more customer service representative and two nurses at NHB and there will be two new service centers: One in Port Angeles and the other in Seattle to support Coast Guard families. There will be a new claims address but the claims processor will remain the same. The address is:

WPS/Tricare
P.O. Box 8929
Madison, WI 53708- 8929
Telephone: 1-800-404-0110

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Lastly, she asked everyone to make sure that their DEERS information is correct because everything they do hinges on DEERS information. She encouraged everyone to go to the Tricare web site insert WEBSITE for more information concerning the transition.

QUESTION: Is Tricare On-line going to go away?

ANSWER: Ms. Acker stated Tricare On-Line would not go away.

Mr. Roberts stated eventually there would be a number of enhancements to Tricare On-Line with the new Tricare contract.

Ms. Acker stated Tricare for Life (TFL) is what is termed a "carve-out" contract under Tricare, along with the retail pharmacy contract. Wisconsin Physician Service (WPS) is the exclusive claims processor handling dual eligible beneficiaries for TFL.

Mr. Roberts stated NHB will be moving to the next upgrade of the Composite Health Care System (CHCS) known as CHCS II. This is the computer system that you see your physician typing in your information when you're in the examination room (prescription orders and lab tests, etc.). There will be a learning curve for our staff to learn this new system and there will be training taking place from March through June 2004. Due to the extensive training that the staff will have to go through, appointment availability is going to be somewhat hampered during this time. What we would ask is if you have routine or well-health care needs that you could possibly delay in receiving until after this training evolution is complete in the middle of June, it would be greatly appreciated.

In response to a question from a council member, Mr. Roberts stated NHB would continue to provide for routine/acute health care needs, but NHB asks that if you can wait for services until after the training is completed in June, that would be greatly appreciated. The CO interjected that under current guidelines, providers aren't supposed to see more than 25 percent of their normal case load the first week after training; 50 percent the second week; and 75 percent the third week to enable them to get up to speed on the new system. The CO stated what NHB is looking for is those people with a rash they've had for a while to wait until after June to come in and have it taken care of. NHB certainly wants to care for all beneficiary needs, but if

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it's not urgent, please wait until after June when appointments will be easier to make and providers will be better prepared with the new system.

QUESTION: A council members asked how the system will work if we're not going to have a hard-copy medical record.

ANSWER: Mr. Roberts stated hard-copy medical records will be used for quite some time. He also stated there is a new emphasis on closed medical record systems (records are not given to patients), but if previous arrangements are made pertinent information will be provided to the physician you will be seeing.

The CO added that since the provider notes will now be printed instead of hand-scrawled they will be a lot more legible.

In response to a question, the CO stated CHCSII will not be available to ships, but that the original CHCS will continue to be available. Mr. Roberts stated what is happening in this region is NHB and our branch clinics and Naval Hospital Oak Harbor are switching over to CHCSII; we are on the CHCS platform at MAMC, but MAMC is not currently switching over to CHCSII, they'll do that at a later time. This information is being disseminated in articles in the *Navigator* and in the *Bremerton Sun* and message traffic.

Mr. Roberts stated the next HCCC meeting will be at 1000 on 3 June 2004 in Ross Auditorium at NHB.

The point of contact for these minutes in the Healthcare Support Directorate is Mr. Hank Rose, Code 08S, at (360) 475-4365.

T. D. ROBERTS
By direction